# Job Description and Person Specification

**Job details**

**Job title**: Tenancy Support Worker (Rough Sleeping Programme)
**Grade**: Band 5
**Reports to**: Transitions Co-ordinator
**Responsible for**: N/A
**Directorate and Service area**: Adults, Health Partnerships and Housing

**Purpose of the job**

Funded through the Rough Sleeping Programme, working within the Accommodation Service, provide support and assistance to single homeless people living in our in-house supported accommodation projects (Transitions Project and Never Give Up) and across different forms of temporary accommodation to help residents to sustain their accommodation and not experience repeat homelessness.

The role will be based in North Northamptonshire.

**Principal responsibilities**

1. To work across North Northamptonshire to provide support and assistance, upholding Housing First principles, to people with complex needs who have experienced rough sleeping and multiple exclusion homelessness accommodated in different forms of our accommodation, including in-house supported accommodation projects and temporary accommodation.

2. Provide a consistent, high level of support for all single households on caseload through building a professional and trusting relationship, supporting them effectively, ensuring all work is needs led and ensure professional boundaries and confidentiality are always maintained.

3. Work closely with community groups, statutory agencies and other organisations and develop these relationships to assist in identifying and utilising the support services available locally for the provision.

4. Conduct assessments ensuring that detailed risk assessments and support plans are completed by working closely with colleagues across the Housing Solutions Service. Ensure assessments and support plans are regularly reviewed and implemented to achieve positive outcomes.

5. Ensure residents are supported to acquire the basic skills required for independent living and maintaining their home, offering advice and support with any issues that may arise, and encourage them to become independent and self-determined and assist them in reaching their full potential through facilitating access to support and treatment as required in relation to their needs.

6. Support residents to ensure that they are in receipt of all relevant welfare benefits, are able to pay their accommodation charges, and adhere to the other terms of their occupation agreement.

7. Coordinate, attend and participate in multi agency meetings (including safeguarding practises) as required to ensure a joined up approach to multi agency support to promote tenancy sustainment, meet health wellbeing and support needs, address safeguarding concerns, reduce risk, and prepare the resident for eventual move on.

8. Assist in the management of the Council's in-house shared accommodation units, including carrying out property and room inspections, identifying and reporting repairs and health and safety concerns, coordinating the turnaround of vacant rooms, and ensuring accommodation is maintained to a safe, clean and lettable standard.

9. Assist and work with colleagues across the Housing Solutions Service, to review service delivery, aiming for continued improvement, develop working practises and contribute to the development and implementation of associated plans and strategies.

**General responsibilities applicable to all jobs**

1. Demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

2. Comply with the Council's policies and procedures including (but not limited to) safeguarding, financial regulations, promotion of equalities, customer care, agreed audit actions and health and safety (ensuring that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons).

3. Understand the councils committment to Corporate Parenting and take responsibility to support this commitment. Enable the council to be the best corporate parents possible to children and young people in our current and previous care.

4. Carry out any other duties which fall within the broad spirit, scope and purpose of this job description and which are commensurate with the grade of the post.

This job description reflects the major tasks to be carried out by the post holder and identifies a level of responsibility at which they will be required to work. In the interests of effective working, the major tasks may be reviewed from time to time to reflect changing needs and circumstances. Such reviews and any consequential changes will be carried out in consultation with the post holder.

**Special features of the post**

This post requires satisfactory clearance of a Disclosure and Barring Service disclosure.

North Northamptonshire Council

# Person Specification

| Attributes | Essential criteria | Desirable criteria |
|---|---|---|
| Education, Qualifications and Training | Hold a minimum 5 GCSE's grade A-C (or other Level 2 NVQ qualification) or able to demonstrate an equivalent capability | Hold a relevant housing qualification (e.g. BTEC) or show an equivalent capability. |
| Experience and Knowledge | Experience of working in a role that involves assessment, support planning, key working and advocacy with persons/groups requiring support | Knowledge and understanding of housing legislation and local service provision and pathways for mental health, substance misuse etc<br><br>Evidence of effective partnership working skills<br><br>Experience of working with people in need of or accessing treatment for alcohol and substance misuse |
| Ability and Skills | Spoken and written English fluency<br><br>Excellent verbal communication skills and ability to adapt style when needed<br><br>Good understanding of the issues concerning people with housing need and knowledge of relevant benefits and services<br><br>The ability to work with vulnerable people in difficult situations and handle challenging behaviour<br><br>Ability to form and develop good working relations with colleagues and service users and work effectively as part of a team | |

| Attributes | Essential criteria | Desirable criteria |
|---|---|---|
| | Demonstrate good problem-solving skills including negotiating, influencing and conflict resolution skills<br><br>Ability to meet deadlines and prioritise workload in a fast-paced working environment.<br><br>Ability to manage, update and report using records related to the duties of the post<br><br>IT and keyboard skills, including the ability to use Microsoft Office and maintain accurate records and case files. | |
| Equal Opportunities | Ability to demonstrate awareness/understanding of equal opportunities and other people's behaviour, physical, social and welfare needs. | |
| Additional Factors | Belief in the ability of service users to reach their full potential<br><br>Full driving licence and access to own transport for work purposes<br><br>Willing to work outside normal office hours as necessary<br><br>This post will be subject to a Disclosure and Barring Service check<br><br>This post is office based | |